

**ACTUAL PERFORMANCE FOR OUTCOME MEASURES**

**481 - Board of Professional Geoscientists**

**Fiscal Year 2018**

**10/9/2018**

**Outcomes with Cover Page and Update Explanation**  
 85th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: 10/9/2018  
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Agency code: 481

Agency name: Board of Professional Geoscientists

| Type/Objective/Measure  | 2018<br>Target | 2018<br>YTD | Percent of<br>Annual Target | Target Range |
|---|----------------|-------------|-----------------------------|--------------|
| <u>1-1 APPLICATIONS</u>                                       |                |             |                             |              |
| 1 LICENSEES WITH NO VIOLATION                                 | 99.00 %        | 99.00 %     | 100.00 %                    |              |
| <u>Prior YTD:</u>   |                |             |                             |              |
| 2 % OF LICENSEES WHO RENEW ONLINE                             | 87.00 %        | 90.00 %     | 103.45 %                    |              |
| <u>Prior YTD:</u>   |                |             |                             |              |
| <u>2-1 DUE PROCESS FOR COMPLAINT ACTION</u>                   |                |             |                             |              |
| 1 % DISCIPLINARY ACTIONS                                      | 25.00 %        | 39.00 %     | 156.00 % *                  |              |
| <u>Explanation of Variance:</u> Target was exceeded           |                |             |                             |              |
| <u>Prior YTD:</u>   |                |             |                             |              |
| 3 RESOLUTION WITHIN 6 MONTHS                                  | 80.00 %        | 59.00 %     | 73.75 % *                   |              |
| <u>Explanation of Variance:</u> Delay due to Hurricane Harvey |                |             |                             |              |
| <u>Prior YTD:</u>   |                |             |                             |              |

\* Varies by 5% or more from target.

**ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES**

**481 - Board of Professional Geoscientists**

**Fiscal Year 2018**

**10/9/2018**

**Efficiency/Output Measures with Cover Page and Update Explanation**  
 85th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

10/9/2018 12:42:34PM

Agency code: 481

Agency name: Board of Professional Geoscientists

| Type/Strategy/Measure  | 2018 Target | 2018 Actual | 2018 YTD | Percent of Annual Target | Target Range  |
|--|-------------|-------------|----------|--------------------------|---------------|
| <b>Output Measures</b>   |             |             |          |                          |               |
| <u>1-1-1 APPLICATION REVIEW</u>                                      |             |             |          |                          |               |
| 1 # OF NEW LICENSEES   |             |             |          |                          |               |
| Quarter 1  | 70.00       | 32.00       | 32.00    | 45.71 % *                | 14.00 - 21.00 |
| <u>Explanation of Variance:</u> TBPG is on target to meet this goal  |             |             |          |                          |               |
| Quarter 2  | 70.00       | 10.00       | 42.00    | 60.00 % *                | 31.50 - 38.50 |
| <u>Explanation of Variance:</u> TBPG is on target to reach this goal |             |             |          |                          |               |
| Quarter 3  | 70.00       | 33.00       | 75.00    | 107.14 % *               | 49.00 - 56.00 |
| <u>Explanation of Variance:</u> Target met                           |             |             |          |                          |               |
| Quarter 4  | 70.00       | 9.00        | 84.00    | 120.00 % *               | 66.50 - 73.50 |
| <u>Explanation of Variance:</u> TBPG exceeded this goal              |             |             |          |                          |               |
| <u>2-1-1 ENFORCEMENT</u>   |             |             |          |                          |               |
| 1 COMPLAINTS RESOLVED  |             |             |          |                          |               |
| Quarter 1  | 38.00       | 16.00       | 16.00    | 42.11 % *                | 7.60 - 11.40  |
| <u>Explanation of Variance:</u> TBPG is exceeding target             |             |             |          |                          |               |

\* Varies by 5% or more from target.

**Efficiency/Output Measures with Cover Page and Update Explanation**  
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 Automated Budget and Evaluation System of Texas (ABEST)

10/9/2018 12:42:34PM

Agency code: 481

Agency name: Board of Professional Geoscientists

| Type/Strategy/Measure                               | 2018 Target | 2018 Actual | 2018 YTD | Percent of Annual Target | Target Range    |
|---|-------------|-------------|----------|--------------------------|-----------------|
| <b>Output Measures</b>                              |             |             |          |                          |                 |
| 1 COMPLAINTS RESOLVED                               |             |             |          |                          |                 |
| Quarter 2   | 38.00       | 14.00       | 30.00    | 78.95 % *                | 17.10 - 20.90   |
| <u>Explanation of Variance:</u> Target Exceeded     |             |             |          |                          |                 |
| Quarter 3   | 38.00       | 14.00       | 44.00    | 115.79 % *               | 26.60 - 30.40   |
| <u>Explanation of Variance:</u> Target exceeded     |             |             |          |                          |                 |
| Quarter 4   | 38.00       | 17.00       | 61.00    | 160.53 % *               | 36.10 - 39.90   |
| <u>Explanation of Variance:</u> Target was exceeded |             |             |          |                          |                 |
| 2 # OF COMPLIANCE ORDERS ISSUED                     |             |             |          |                          |                 |
| Quarter 1   | 500.00      | 154.00      | 154.00   | 30.80 % *                | 100.00 - 150.00 |
| <u>Explanation of Variance:</u> TBPG exceeds target |             |             |          |                          |                 |
| Quarter 2   | 500.00      | 134.00      | 288.00   | 57.60 % *                | 225.00 - 275.00 |
| <u>Explanation of Variance:</u> Target Met          |             |             |          |                          |                 |

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| Type/Strategy/Measure           | 2018 Target         | 2018 Actual | 2018 YTD | Percent of Annual Target | Target Range    |
|---------------------------------|---------------------|-------------|----------|--------------------------|-----------------|
| <b>Output Measures</b>          |                     |             |          |                          |                 |
| 2 # OF COMPLIANCE ORDERS ISSUED |                     |             |          |                          |                 |
| <b>Quarter 3</b>                | 500.00              | 99.00       | 387.00   | 77.40 %                  | 350.00 - 400.00 |
| <b>Quarter 4</b>                | 500.00              | 122.00      | 509.00   | 101.80 %                 | 475.00 - 525.00 |
| 3 # OF DISCIPLINARY ACTIONS     |                     |             |          |                          |                 |
| <b>Quarter 1</b>                | 13.00               | 8.00        | 8.00     | 61.54 % *                | 2.60 - 3.90     |
| <u>Explanation of Variance:</u> | TBPG exceeds target |             |          |                          |                 |
| <b>Quarter 2</b>                | 13.00               | 4.00        | 12.00    | 92.31 % *                | 5.85 - 7.15     |
| <u>Explanation of Variance:</u> | Target Met          |             |          |                          |                 |
| <b>Quarter 3</b>                | 13.00               | 1.00        | 13.00    | 100.00 % *               | 9.10 - 10.40    |
| <u>Explanation of Variance:</u> | Target met          |             |          |                          |                 |
| <b>Quarter 4</b>                | 13.00               | 11.00       | 24.00    | 184.62 % *               | 12.35 - 13.65   |
| <u>Explanation of Variance:</u> | Target was exceeded |             |          |                          |                 |

\* Varies by 5% or more from target.

**Efficiency/Output Measures with Cover Page and Update Explanation**  
 85th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

10/9/2018 12:42:34PM

Agency code: 481

Agency name: **Board of Professional Geoscientists**

| Type/Strategy/Measure  | 2018<br>Target | 2018<br>Actual | 2018<br>YTD | Percent of<br>Annual Target | Target Range  |
|--|----------------|----------------|-------------|-----------------------------|---------------|
| <b>Efficiency Measures</b>   |                |                |             |                             |               |
| <u>1-1-1 APPLICATION REVIEW</u>  |                |                |             |                             |               |
| 1 % NEW INDIV LICENSES ISSUED-10 DAYS                                    |                |                |             |                             |               |
| Quarter 1  | 90.00 %        | 100.00 %       | 100.00 %    | 111.11 % *                  | 85.50 - 94.50 |
| <u>Explanation of Variance:</u> TBPG is on target for this measure       |                |                |             |                             |               |
| Quarter 2  | 90.00 %        | 100.00 %       | 100.00 %    | 111.11 % *                  | 85.50 - 94.50 |
| <u>Explanation of Variance:</u> TBPG is on target for this measure       |                |                |             |                             |               |
| Quarter 3  | 90.00 %        | 100.00 %       | 100.00 %    | 111.11 % *                  | 85.50 - 94.50 |
| <u>Explanation of Variance:</u> Target Exceeded                          |                |                |             |                             |               |
| Quarter 4  | 90.00 %        | 100.00 %       | 100.00 %    | 111.11 % *                  | 85.50 - 94.50 |
| <u>Explanation of Variance:</u> Processing of applications was efficient |                |                |             |                             |               |
| 2 % INDV LICENSE RENWLS ISSUED-7 DAYS                                    |                |                |             |                             |               |
| Quarter 1  | 90.00 %        | 95.00 %        | 95.00 %     | 105.56 % *                  | 85.50 - 94.50 |
| <u>Explanation of Variance:</u> TBPG is on target to obtain this measure |                |                |             |                             |               |

\* Varies by 5% or more from target.

**Efficiency/Output Measures with Cover Page and Update Explanation**  
 85th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

10/9/2018 12:42:34PM

Agency code: 481                      Agency name: Board of Professional Geoscientists

| Type/Strategy/Measure  | 2018 Target | 2018 Actual | 2018 YTD | Percent of Annual Target | Target Range    |
|--|-------------|-------------|----------|--------------------------|-----------------|
| <b>Efficiency Measures</b>   |             |             |          |                          |                 |
| 2 % INDV LICENSE RENWLS ISSUED-7 DAYS  |             |             |          |                          |                 |
| Quarter 2  | 90.00 %     | 98.00 %     | 96.30 %  | 107.00 % *               | 85.50 - 94.50   |
| <u>Explanation of Variance:</u> TBPG is on target for this measure                     |             |             |          |                          |                 |
| Quarter 3  | 90.00 %     | 98.00 %     | 96.50 %  | 107.22 % *               | 85.50 - 94.50   |
| <u>Explanation of Variance:</u> Target exceeded  |             |             |          |                          |                 |
| Quarter 4  | 90.00 %     | 99.00 %     | 97.00 %  | 107.78 % *               | 85.50 - 94.50   |
| <u>Explanation of Variance:</u> Processing of applications was efficient               |             |             |          |                          |                 |
| <u>2-1-1 ENFORCEMENT</u>   |             |             |          |                          |                 |
| 1 COMPLAINT RESOLUTION   |             |             |          |                          |                 |
| Quarter 1  | 210.00      | 400.00      | 400.00   | 190.48 % *               | 199.50 - 220.50 |
| <u>Explanation of Variance:</u> 5 Default orders caused more time to resolve           |             |             |          |                          |                 |
| Quarter 2  | 210.00      | 318.00      | 361.70   | 172.24 % *               | 199.50 - 220.50 |
| <u>Explanation of Variance:</u> Target Not met because two respondents did not respond |             |             |          |                          |                 |

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**Efficiency/Output Measures with Cover Page and Update Explanation**  
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10/9/2018 12:42:34PM

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| Type/Strategy/Measure   | 2018 Target | 2018 Actual | 2018 YTD | Percent of Annual Target | Target Range    |
|---|-------------|-------------|----------|--------------------------|-----------------|
| <b>Efficiency Measures</b>  |             |             |          |                          |                 |
| 1 COMPLAINT RESOLUTION  |             |             |          |                          |                 |
| Quarter 3   | 210.00      | 94.00       | 276.50   | 131.67 % *               | 199.50 - 220.50 |
| <u>Explanation of Variance:</u> Target Exceeded                   |             |             |          |                          |                 |
| Quarter 4   | 210.00      | 432.00      | 320.00   | 152.38 % *               | 199.50 - 220.50 |
| <u>Explanation of Variance:</u> Delay was due to Hurricane Harvey |             |             |          |                          |                 |

\* Varies by 5% or more from target.

**ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES**  
**481 - Board of Professional Geoscientists**  
**Fiscal Year 2018**  
**10/9/2018**

**Explanatory Measures with Cover Page and Update Explanation**  
 85th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

10/9/2018 12:43:05PM

Agency code: 481

Agency name: **Board of Professional Geoscientists**

| Type/Strategy/Measure             | 2018<br>Target | 2018<br>YTD | Percent of<br>Annual Target |
|-----------------------------------|----------------|-------------|-----------------------------|
| <b>Explanatory/Input Measures</b> |                |             |                             |
| <u>1-1-1 APPLICATION REVIEW</u>   |                |             |                             |
| 1 TOTAL # OF LICENSEES            | 4,300.00       | 3,844.00    | 89.40 % *                   |

Explanation of Variance: License holders not needing their license are no longer renewing their license

2-1-1 ENFORCEMENT

|                             |       |       |           |
|-----------------------------|-------|-------|-----------|
| 1 JURISDICTIONAL COMPLAINTS | 45.00 | 40.00 | 88.89 % * |
|-----------------------------|-------|-------|-----------|

Explanation of Variance: Three of the complaints received were nonjurisdictional

\* Varies by 5% or more from target.

Performance Targets for Outcome Measures  
85th Regular Session, Performance Reporting  
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Agency code: 481

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Objective//Outcome

2018 Target

|     |     |   |         |
|-----|-----|---|---------|
|     | 1-1 | Percent of Licensees with No Recent Violations              |         |
| KEY | 1   | Percent of Licensees with No Recent Violations              | 99.00 % |
| KEY | 2   | Percent of Licensees Who Renew Online                       | 87.00 % |
|     | 2-1 | Percent of Complaints Resulting in Disciplinary Action      |         |
| KEY | 1   | Percent of Complaints Resulting in Disciplinary Action      | 25.00 % |
| KEY | 3   | Percent of Documented Complaints Resolved within Six Months | 80.00 % |

**Performance Targets for Output, Efficiency and Explanatory Measures**  
 85th Regular Session, Performance Reporting  
 Automated Budget and Evaluation System of Texas (ABEST)

DATE: 10/9/2018  
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Agency code: 481

Agency name: **Board of Professional Geoscientists**

| Type/Strategy/Measure             |   | 2018 Target |
|-----------------------------------|---|-------------|
| <b>Output Measures</b>            |   |             |
|                                   | 1-1-1 Evaluate Applications and Ensure Proper Examination         |             |
| KEY                               | 1 Number of New Licenses Issued to Individuals                    | 70.00       |
|                                   | 2-1-1 Investigate & Reach Final Resolution of Reported Violations |             |
| KEY                               | 1 Complaints Resolved   | 38.00       |
| KEY                               | 2 Number of Compliance Orders Issued                              | 500.00      |
| KEY                               | 3 Number of Disciplinary Actions Taken                            | 13.00       |
| <b>Efficiency Measures</b>        |   |             |
|                                   | 1-1-1 Evaluate Applications and Ensure Proper Examination         |             |
| KEY                               | 1 Percentage of New Individual Licenses Issued within 10 Days     | 90.00 %     |
| KEY                               | 2 Percentage of Individual License Renewals Issued within 7 Days  | 90.00 %     |
|                                   | 2-1-1 Investigate & Reach Final Resolution of Reported Violations |             |
| KEY                               | 1 Average Time for Complaint Resolution (Days)                    | 210.00      |
| <b>Explanatory/Input Measures</b> |   |             |
|                                   | 1-1-1 Evaluate Applications and Ensure Proper Examination         |             |
| KEY                               | 1 Total Number of Individuals Licensed                            | 4,300.00    |
|                                   | 2-1-1 Investigate & Reach Final Resolution of Reported Violations |             |
| KEY                               | 1 Jurisdictional Complaints Received                              | 45.00       |